

APPENDIX C
to
Response of Charter Communications, Inc. to Connect America Phase II Challenges

505-2

WC Docket Nos. 10-90, 14-93; DA 14-1397

Appendix 505-2(C) Index

| | Census Block 15 Digit FIPS Code | State | Name of Entity Making Initial Challenge | FRN of Entity Making Initial Challenge (if provided) | Insert X if Speed Criteria is at Issue | Insert X if Usage Allowance Criteria is at Issue | Insert X if Latency Criteria is at Issue | Insert X if Price Criteria is at Issue | Insert X if Voice Criteria is at Issue | Type of Supporting Evidence |
|----|------------------------------------|-------|---|---|--|---|--|--|--|--------------------------------|
| 1 | 010210604024038 | AL | CenturyLink | 0018626853 | X | X | X | X | X | CHARTER M000079 |
| 2 | 010279589002141 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000083 |
| 3 | 010279589004075 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000067 |
| 4 | 010379612001003 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 5 | 010499612002004 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 6 | 010499612002005 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 7 | 010499614001094 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000073 |
| 8 | 010499614002070 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000059 |
| 9 | 010499614002147 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 10 | 010499614002150 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 11 | 010499614002161 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000119 |
| 12 | 010499614003034 | AL | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000067 |
| 13 | 010499614003041 | AL | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000117 |
| 14 | 010719505002030 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 15 | 010719505002034 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000079 |
| 16 | 010719506001118 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 17 | 010719506003057 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000081 |
| 18 | 010719506003061 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000079 |
| 19 | 010719506003071 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 20 | 010730110012009 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 21 | 010730110012041 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000059 |
| 22 | 010730110014055 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000069 |
| 23 | 010730110015030 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000049 |
| 24 | 010730110021070 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000059 |
| 25 | 010730110021097 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 26 | 010730111073002 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 27 | 010730111073086 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000081 |
| 28 | 010730111074032 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 29 | 010730111075061 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000089 |
| 30 | 010730111082018 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
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| 32 | 010730111111017 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 33 | 010730111111035 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 34 | 010730111113014 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 35 | 010730111113072 | AL | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000085 |
| 36 | 010730111113144 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 37 | 010730127041103 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000069 |
| 38 | 010730127041106 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000059 |
| 39 | 010730127041121 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 40 | 010750300005075 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000099 |

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| | | | | | | | | | | |
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| 41 | 010750301001127 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000057 |
| 42 | 010750301003020 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000083 |
| 43 | 010939645002039 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000067 |
| 44 | 010939645002069 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |
| 45 | 010939646001075 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000057 |
| 46 | 010939646001124 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000083 |
| 47 | 010939646001133 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000083 |
| 48 | 010939646001167 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000057 |
| 49 | 010939646003007 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000067 |
| 50 | 010939646003036 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000057 |
| 51 | 010939646003058 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000057 |
| 52 | 010939646003081 | AL | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000057 |
| 53 | 011030055004039 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |
| 54 | 011030055004040 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 55 | 011110003003040 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |
| 56 | 011110006002072 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000089 |
| 57 | 011110006002093 | AL | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 58 | 011150403003035 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 59 | 011150404013124 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000035 |
| 60 | 011150404021122 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 61 | 011150405011062 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000073 |
| 62 | 011150405011115 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 63 | 011150405012069 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 64 | 011150405012080 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 65 | 011150405012088 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 66 | 011150405012089 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 67 | 011150405012110 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000099 |
| 68 | 011150405013000 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 69 | 011150405014088 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 70 | 011150405021012 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 71 | 011150405021066 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 72 | 011239624004015 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000059 |
| 73 | 011239625022040 | AL | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000069 |
| 74 | 080439785001018 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
| 75 | 080439791003007 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
| 76 | 080659617001006 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
| 77 | 080659617001036 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
| 78 | 080659619002113 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000111 |
| 79 | 080679707033028 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000095 |
| 80 | 080679708001030 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000095 |
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| 82 | 080810005003004 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
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| 89 | 080899680002010 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
| 90 | 080899681001058 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
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| 92 | 080899686003021 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
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| 94 | 080990007002157 | CO | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
| 95 | 130099705001050 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000089 |

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| 96 | 130099707013009 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000099 |
| 97 | 130550102004049 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 98 | 130550103002063 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000031 |
| 99 | 130550103002069 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 100 | 130550105004005 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 101 | 130550106001000 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 102 | 130591406002051 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000101 |
| 103 | 131339501002039 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000117 |
| 104 | 131339502001065 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000057 |
| 105 | 131339502001069 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 106 | 131339502001071 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000099 |
| 107 | 131339502002040 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 108 | 131451202001016 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000069 |
| 109 | 131451202001026 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 110 | 131690303012069 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000089 |
| 111 | 131950202002016 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000059 |
| 112 | 131950202002027 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000069 |
| 113 | 131950202002080 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000047 |
| 114 | 131999705001037 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000059 |
| 115 | 131999705003011 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000073 |
| 116 | 131999706002025 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 117 | 132130101003014 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 118 | 132130102011000 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 119 | 132130102011060 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 120 | 132130103002030 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000083 |
| 121 | 132130104002028 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000117 |
| 122 | 132219602012059 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000067 |
| 123 | 132219602022045 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 124 | 132379603002068 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 125 | 132639601001076 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 126 | 132639601001100 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000089 |
| 127 | 132639601002024 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000049 |
| 128 | 132639601002097 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000085 |
| 129 | 132930102013009 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000119 |
| 130 | 132930104004015 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000035 |
| 131 | 132930104004060 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 132 | 132930105001006 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 133 | 132930106001075 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 134 | 133130001013024 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 135 | 133130001022020 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000083 |
| 136 | 133130001022076 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000067 |
| 137 | 133130001023019 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000057 |
| 138 | 133130001024011 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000067 |
| 139 | 133130001024017 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000031 |
| 140 | 133130003012001 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000057 |
| 141 | 133130004001014 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000117 |
| 142 | 133130004003065 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000117 |
| 143 | 133130005012043 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000067 |
| 144 | 133130005013006 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000057 |
| 145 | 133130005013018 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 146 | 133130005021023 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000067 |
| 147 | 133130006001103 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000083 |
| 148 | 133130007003020 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000057 |
| 149 | 133130012004022 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000057 |
| 150 | 133130012004024 | GA | Windstream | 0014400220 | X,X | X,X | X,X | X,X | X,X | CHARTER M000057 |

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| 151 | 133130015004015 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000057 |
| 152 | 133199603004000 | GA | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
| 153 | 220019602001068 | LA | CenturyLink | 0018626853 | | | | | X | CHARTER M000083 |
| 154 | 220019603001000 | LA | CenturyLink | 0018626853 | X | X | X | X | X | CHARTER M000083 |
| 155 | 220979602004006 | LA | CenturyLink | 0018626853 | | | | | X | CHARTER M000083 |
| 156 | 260119701001026 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 157 | 260119701002117 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000119 |
| 158 | 260119704001048 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 159 | 260172863003007 | MI | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000069 |
| 160 | 260190001002085 | MI | CenturyLink | 0018626853 | X | X | X | X | X | CHARTER M000059 |
| 161 | 260190001003036 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000059 |
| 162 | 260190002001114 | MI | CenturyLink | 0018626853 | X | X | X | X | X | CHARTER M000069 |
| 163 | 260190002001173 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |
| 164 | 260339708001158 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000081 |
| 165 | 260339708004063 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000059 |
| 166 | 260479701002077 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000081 |
| 167 | 260479701002080 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000119 |
| 168 | 260479702001061 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000079 |
| 169 | 260490126012003 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 170 | 260555503004038 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 171 | 260555504001032 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000049 |
| 172 | 260555506003058 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
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| 175 | 260670301001035 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000059 |
| 176 | 260670304005024 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000049 |
| 177 | 260899704002003 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |
| 178 | 260899704002059 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 179 | 260899704002065 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |
| 180 | 260899705002061 | MI | CenturyLink | 0018626853 | X | X | X | X | X | CHARTER M000079 |
| 181 | 260899705002103 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 182 | 260899705002106 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000119 |
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| 184 | 260899705003007 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000049 |
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| 186 | 261079602003001 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000079 |
| 187 | 261079602003005 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000059 |
| 188 | 261079603001150 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000119 |
| 189 | 261079609003018 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 190 | 261079610001090 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000085 |
| 191 | 261079610002112 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 192 | 261112911012030 | MI | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000031 |
| 193 | 261158312004009 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
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| 196 | 261450127003088 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000067 |
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| 198 | 261570006001007 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000049 |
| 199 | 261570006003000 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 200 | 261570007003069 | MI | CenturyLink | 0018626853 | | | | | X | CHARTER M000059 |
| 201 | 270017703002014 | MN | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000083 |
| 202 | 270239506002050 | MN | CenturyLink | 0018626853 | | | | | X | CHARTER M000083 |
| 203 | 270359501002187 | MN | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |
| 204 | 270359510002009 | MN | CenturyLink | 0018626853 | X | X | X | X | X | CHARTER M000067 |
| 205 | 270359513011010 | MN | CenturyLink | 0018626853 | | | | | X | CHARTER M000067 |

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| 207 | 270414505003048 | MN | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 208 | 270414506002006 | MN | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
| 209 | 270414507012027 | MN | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000085 |
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| 236 | 271450101023109 | MN | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000117 |
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| 438 | 410530204004009 | OR | CenturyLink | 0018626853 | | | | | X | CHARTER M000067 |
| 439 | 410530204004010 | OR | CenturyLink | 0018626853 | | | | | X | CHARTER M000083 |
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| 465 | 410599513004093 | OR | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
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| 470 | 450830226002075 | SC | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000005 |
| 471 | 450830226003006 | SC | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000067 |
| 472 | 450830226003090 | SC | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000057 |
| 473 | 450830227002037 | SC | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000061 |
| 474 | 450830228011009 | SC | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000085 |
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| 476 | 450830228014044 | SC | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000059 |
| 477 | 450830229003084 | SC | Windstream | 0014400220 | X | X | X | X | X | CHARTER M000059 |
| 478 | 470190717003009 | TN | CenturyLink | 0018626853 | X | X | X | X | X,X | CHARTER M000059 |
| 479 | 470719202003077 | TN | CenturyLink | 0018626853 | | | | | X | CHARTER M000073 |
| 480 | 470919561001037 | TN | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |

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| 535 | 530770017021023 | WA | CenturyLink | 0018626853 | X | X | X | X | X | CHARTER M000059 |

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| 539 | 530770020011004 | WA | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |
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| 590 | 550471004002001 | WI | CenturyLink | 0018626853 | | | | | X | CHARTER M000117 |

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| 597 | 550511801002014 | WI | CenturyLink | 0018626853 | X | X | X | X | X | CHARTER M000017 |
| 598 | 550511801002017 | WI | CenturyLink | 0018626853 | | | | | X | CHARTER M000069 |
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| 607 | 550551016004002 | WI | CenturyLink | 0018626853 | | | | | X | CHARTER M000059 |
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| 660 | 560139403002000 | WY | CenturyLink | 0018626853 | | | | | X | CHARTER M000075 |
| 661 | 560139404001055 | WY | CenturyLink | 0018626853 | | | | | X | CHARTER M000111 |
| 662 | 560210003002037 | WY | CenturyLink | 0018626853 | | | | | X | CHARTER M000095 |
| 663 | 560210014012022 | WY | CenturyLink | 0018626853 | | | | | X | CHARTER M000095 |
| 664 | 560210019021284 | WY | CenturyLink | 0018626853 | | | | | X | CHARTER M000095 |
| 665 | 560250018002471 | WY | CenturyLink | 0018626853 | | | | | X | CHARTER M000095 |
| 666 | 560330005002050 | WY | CenturyLink | 0018626853 | | | | | X | CHARTER M000053 |

Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



Dear (name):

Introducing Charter Spectrum™—now available in your neighborhood! It's the most HD TV, blazing-fast Internet and unlimited Voice you can get at this incredible low price. Plus, sign up today, and get a **FREE*** Kindle Fire HDX.

From \$29.99/mo each when bundled,* enjoy all this:



Charter Spectrum TV™ – Transform every screen in your home with over 200 HD channels available**—that's more HD than satellite. Watch On Demand instantly with over 10,000 choices including 1,500+ in HD,**

- Revolutionize the way you watch TV with the Charter App. Use your **FREE*** Kindle Fire HDX to watch 130+ live TV channels anywhere in your home, as a remote and so much more.



Charter Spectrum Internet™ – Turn your Internet into a high-powered information cannon with speeds starting at 60 Mbps—that's 20x faster than DSL.



Charter Spectrum Voice™ – Enjoy unlimited local and long distance calling with more clarity and more reliability than ever before.

And there's so much more! **If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out.** Ask us how.**

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour arrival windows and a 30-day money-back guarantee. Call 1-XXX-XXX-XXXX today and customize the bundle that's right for you.

Great Entertainment. Incredible Value.

Sign up for the
Charter Spectrum Triple Play
and get a
FREE* Kindle Fire HDX!



Switch to the Charter Spectrum Triple Play and get more of what you love—plus, show us a bill from your current video provider and we'll give you a **FREE*** Kindle Fire HDX.

The Charter Spectrum Triple Play

TV, Internet
and Voice
from

\$29.99
/mo each for
12 mos when
bundled*

NO
Contracts

Limited-Time Offer!

Act by **XX/XX/XX**

CALL 1-XXX-XXX-XXXX

Satellite and the phone company can't compete with Charter Spectrum™.



Charter Spectrum TV™

- Over 200 **FREE** HD channels available, watch On Demand instantly with over 10,000 choices including 1,500+ in HD††
- Watch live TV anywhere in your home with the Charter App
- Take 40+ available networks on-the-go with your computer and mobile devices



Charter Spectrum Internet™

- **FREE** Internet modem
- Double the Internet speeds starting at 60 Mbps–20x faster than DSL
- Add the fastest in-home WiFi available for \$5 more per month–get increased range and speed so you can do more on more devices throughout your home



Charter Spectrum Voice™

- **FREE** 411 calls
- Unlimited local and long distance calling, plus no added fees like the phone company charges you
- Voicemail and 13 popular calling features

Makes a great gift for you
or someone special.



Sign up for the
Charter Spectrum Triple Play
and get a
FREE* Kindle Fire HDX!

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability.

Learn more about our 30-Day Money-Back Guarantee at charter.com/guarantee.

If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out.**

The Charter Spectrum Triple Play

TV, Internet
and Voice
from

\$29.99 /mo each for 12 mos when bundled*
NO Contracts

Limited-Time Offer!

Act by **XX/XX/XX**

CALL 1-XXX-XXX-XXXX

*Kindle Fire Offer: Offer good through XX/XX/14; subject to change; restrictions apply; while supplies last; requires installation of qualifying Charter Spectrum Triple Play bundle, payment of first month's Charter bill and submission of a bill from current video provider; 16GB WiFi only Kindle Fire HDX 7" tablet will be shipped within ninety (90) days of confirmation of eligibility; only valid for named recipient; availability of offer based on service address and valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; install, other equipment, taxes, fees and surcharges extra; qualifying bundle includes Charter Spectrum TV Select service, Charter Spectrum Internet and Charter Spectrum Voice; additional services are extra. **Restrictions apply. For contract buyout qualifications, go to charter.com/buyout. General Terms: TV: TV equipment required and is extra. ††Channel, HD programming and On Demand titles availability based on level of service. Charter App requires Charter Spectrum TV. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. © Disney. All Rights Reserved. Apps and live streams available in U.S. only and subject to additional restrictions. Must subscribe to HBO® and Cinemax® to receive their online service and apps. You must be a subscriber of SHOWTIME to receive SHOWTIME ANYTIME INTERNET: Available Internet speeds may vary by address. Speeds compared to 3 Mbps DSL. Charter WiFi: Equipment, activation and installation fees apply. VOICE: Unlimited calling includes calls within the U.S., Canada, Puerto Rico, Guam and the Virgin Islands. Taxes and fees included in price. Services are subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout. All trademarks are the property of their respective owners. Amazon devices are given away on behalf of Charter. Amazon is not a sponsor of this promotion. Amazon, Kindle, and Fire are trademarks of Amazon.com, Inc. or its affiliates. ©2014 Charter Communications, Inc.



Upgrade Your Services Today

Add Internet
and Voice

\$49⁹⁸
/mo for 12 mos*

NO
Contracts

Sample A Sample
123 Main Street
Anytown US 12345-6789

Dear [name]:

As a Charter TV customer, you can now add fast Internet and unlimited Phone at an incredible price. Call today and get all this:



Charter Internet®

Enjoy faster Internet with speeds up to 30 Mbps. Upload photos, stream movies, share videos and download music simultaneously without sacrificing your Internet performance. With speeds 10x faster than DSL, it's enough speed for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone®

Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands.

- Plus, no added fees like the phone company charges you.

And there's so much more! Call today to take advantage of this special offer.

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour arrival windows and a 30-day money-back guarantee. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.



Act Now! Offer good through XX/XX/XXXX

Upgrade your services today.

Call **1-XXX-XXX-XXXX** | Go to **gocharter.com**

15SIM

Turn over to see all you get! >>

More Service. More Value. That's the Charter Difference.



Charter Internet®

- **FREE** Internet modem
- Fast speeds up to 30 Mbps-10x faster than DSL
- Simultaneously upload photos, stream movies, download music and more without sacrificing your Internet performance
- Spend less time waiting-download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL
- Ask about Charter WiFi, get superior speed and ranges so you can do more on more devices throughout your home



Charter Phone®

- **FREE** 411 calls
- No added fees like the phone company charges you
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features
- Manage your home phone from anywhere, at home or on the go, with Charter Phone Online Manager

Unlike with satellite providers, you'll get all your services on one convenient bill and weather-resistant reliability.

Learn more about our 30-Day Money-Back Guarantee at charter.com/guarantee.



Upgrade your services today - \$49.98/mo for 12 mos.*

Call **1-XXX-XXX-XXXX** | Go to **gocharter.com**



Offer good through XX/XX/14; valid to qualified residential customers who have no outstanding obligation to Charter. *Bundle price is \$49.98/mo. yr 1 & \$64.98/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter Internet and Charter Phone; additional services are extra. INTERNET: Available Internet speeds may vary by address. Charter WiFi: Equipment, activation and installation fees apply. PHONE: Taxes and fees included in price. Must subscribe to Charter Internet and Charter Phone and have a Charter.com or Charter.net account log in to access and use Phone Online Manager service. Services are subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout. ©2014 Charter Communications, Inc.

15SIM

C# 1008 1 1

00000001

LYNNEURIE CARABALLO
OR CURRENT RESIDENT
APT 314
1 SPRINGFIELD ST
CHICOPEE MA 01013-2665

59

565859



We've made a change in your TV service.

Dear Lynneurie Caraballo,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet* - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone* - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹

/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000005

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone*
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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C# 1008 1 1

00000002

KIMBERLY DELGADO
OR CURRENT RESIDENT
47 STONINA DR 565859
CHICOPEE MA 01013-2415

59

We've made a change in your TV service.



Dear Kimberly Delgado,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet® - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29.99

/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000007

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone*
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

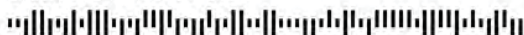
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C# 1008 1 1

00000003

M SULLIVAN
OR CURRENT RESIDENT 59
APT 9
803 JAMES ST 565859
CHICOPEE MA 01020-3975

We've made a change in your TV service.



Dear M Sullivan,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet* - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone* - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹
/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000009

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone*
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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C# 1008 1 1

00000004

LONNIE WORTHY
OR CURRENT RESIDENT
APT 3
803 JAMES ST 565859
CHICOPEE MA 01020-3971

59

We've made a change in your TV service.



Dear Lonnie Worthy,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet® - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹
/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000011

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone*
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

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C# 1008 1 1

00000005

HOWARD LEINER
OR CURRENT RESIDENT
38 EDNSON CT 565859
CHICOPEE MA 01020-2015

59

We've made a change in your TV service.



Dear Howard Leiner,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet® - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹
/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000013

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone*
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

©2012 Charter Communications, Inc. Offer good through 11/07/14, valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2, standard rates apply after 2 years, qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem, wire maintenance and EPIX online. TV equipment required and is extra; install, taxes, fees, surcharges and other equipment extra. TV: Channel availability based on level of service. Lease of Charter HD receiver required to receive HD programming at no additional cost, TV must be HD capable, HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D viewing requires 3D TV, glasses and compatible set top box; programming varies by level of service. Apps are free with corresponding level of service. **Charter DVR receiver required for DVR service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. ††Included at no additional cost with Charter TV including EPIX with Charter Internet Plus. PHONE: *The taxes and fees are included in the price you pay. ‡Compared to similar packages offered by competitors in Charter markets per provider Web sites 04/23/12. Services are subject to all applicable service terms and conditions, which are subject to change. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.

C# 1008 1 1

00000006

JULIA CARRASQUILLO
OR CURRENT RESIDENT
26 EDNSON CT 565859
CHICOPEE MA 01020-2015

59

We've made a change in your TV service.



Dear Julia Carrasquillo,

During a routine audit, we found your residence to be receiving Charter TV® services that you currently do not subscribe to at this address. Based on this information, the signal has been disconnected.

To help you get the best Charter services, we're excited to introduce the NEW Charter Triple Play! Starting at just \$29.99/mo each when bundled*, you get all this:



Charter TV - Transform every screen in your home with **FREE HD**, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

- PLUS, get Charter DVR® service **on up to 4 TVs for only \$19.99/mo.**™ With 4 DVRs and up to 780 hours of recording time, your whole home can watch what they want.



Charter Internet® - High-Speed Internet with speeds up to 30 Mbps. **Ten times faster than DSL**, enough bandwidth for the whole family and all their devices.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

- PLUS, **NO added fees** like the phone company charges you.†

That's only the beginning. You'll receive FREE Wire Maintenance service and much more! Act now to take advantage of this special offer.

Sincerely,

Your friends at Charter

P.S. If this change has been done in error, please call us today at **1-877-959-1425**.

Get the NEW Charter Triple Play at a great low price!

TV, Internet and Phone

starting at

\$29⁹⁹
/mo each for 12
mos when bundled*

Call **1-877-959-1425**

Visit **Charter.com**

NO
Contracts!

93A

CHARTER M000015

More service. More value. The NEW Charter Triple Play.



Charter TV*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE HD with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices
- ★ **NEW! DVR service on up to 4 TVs with up to 780 hours of storage – only \$19.99/mo.****



Charter Internet*
starting at
\$29⁹⁹ mo*

- **NEW!** FREE Internet Modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone*
starting at
\$29⁹⁹ mo*

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Save 30% or more on your monthly phone bill†

BONUS: NEW! Free Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Call **1-877-959-1425**
Visit **Charter.com**

**NO
Contracts!**

©2012 Charter Communications, Inc. Offer good through 11/07/14, valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2, standard rates apply after 2 years, qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem, wire maintenance and EPIX online. TV equipment required and is extra; install, taxes, fees, surcharges and other equipment extra. TV: Channel availability based on level of service. Lease of Charter HD receiver required to receive HD programming at no additional cost, TV must be HD capable, HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D viewing requires 3D TV, glasses and compatible set top box; programming varies by level of service. Apps are free with corresponding level of service. **Charter DVR receiver required for DVR service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. ††Included at no additional cost with Charter TV including EPIX with Charter Internet Plus. PHONE: *The taxes and fees are included in the price you pay. ‡Compared to similar packages offered by competitors in Charter markets per provider Web sites 04/23/12. Services are subject to all applicable service terms and conditions, which are subject to change. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.



Come home to the best entertainment with the **NEW Charter Triple Play!**

SHARON GOWDY OR CURRENT RESIDENT
1122 FRANCIS AVE APT 3A
WALLA WALLA, WA 99362-2494



Dear Neighbor,

Congratulations on your new home! Moving's hard work but installing crystal-clear HD TV, super-fast Charter Internet and unlimited calling is as easy as picking up the phone. Call us today and get the New Charter Triple Play, starting at just \$29.99/mo each when bundled.*

Charter TV® - Transform every screen in your home with 100+ available **FREE HD** channels, over 10,000 On Demand titles and 1,500+ in HD including movies in 3D.

• **PLUS, get Charter DVR® service on up to 4 TVs for only \$19.99/mo.** With 4 DVRs and over 780 hours of recording time, your whole home can watch what they want.**

Charter Internet® - Highspeed Internet with speeds up to 30 Mbps. Ten times faster than DSL, enough bandwidth for the whole family and all their devices.



Charter Phone® - Talk all you want without counting minutes with unlimited local and long distance calling.

• **PLUS, NO added fees like the phone company charges you.***



With our ALL IN Customer Guarantee, we're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

Sincerely,
Your friends at Charter

P.S. It's easy to make your new house a home with the NEW Charter Triple Play.
Call 1-888-619-5168 today!



\$29⁹⁹
mo*



\$29⁹⁹
mo*



\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

TV, Internet and Phone
starting at **\$29⁹⁹**
mo each*

Hurry, offer good through 6/30/14

Call **1-888-619-5168**
Visit **charter.com**

Try it now - no contracts!



Turn over to see all you get

More service. More value. The NEW Charter Triple Play.



See every detail with
Charter TV®



Go faster with
Charter Internet®



Talk all you want with
Charter Phone®

- **NEW!** 100+ available FREE HD channels with crystal-clear picture and sound
- Over 10,000 On Demand titles and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices



★ **NEW!** Get a DVR for every room in your house - with Charter DVR® service on up to 4 TVs and over 780 hours of recording time, experience the best of TV on your schedule

- **NEW!** FREE Internet modem included
- Fast speeds up to 30 Mbps - 10x faster than DSL
- Simultaneously stream videos, download music and more without sacrificing Internet performance
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Use Phone Online Manager to check Voicemail and more online‡

TV, Internet and Phone
starting at
\$29.99
mo each*



Hurry, offer good through 6/30/14

Call **1-888-619-5168**
Visit **charter.com**

©2014 Charter Communications, Inc. Offer good through 6/30/14; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem, wire maintenance and EPIX online. TV equipment required and is extra; install, taxes, fees, surcharges and other equipment extra. TV: Channel availability based on level of service. Lease of Charter HD receiver required to receive HD programming at no additional cost; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D viewing requires 3D TV, glasses and compatible set top box; programming varies by level of service. Must subscribe to HBO® and Cinemax® to receive their online service and apps. HBO GO® and MAX GO® are only accessible in the US and certain US territories where a high speed broadband connection is available. Minimum connection of 3 Mbps required for HD viewing on laptop. Minimum 3G connection is required for viewing on mobile devices. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. **Charter DVR receiver required for DVR service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. ††Included at no additional cost with Charter TV including EPIX with Charter Internet Plus. PHONE: *The taxes and fees are included in the price you pay. ‡Must subscribe to Charter Internet and Phone; must have a Charter.com or Charter.net account log in to access and use service. Services are subject to all applicable service terms and conditions, which are subject to change. HBO, Cinemax, and related channels and service marks are the property of Home Box Office, Inc. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.



12405 Powerscourt Drive, St. Louis, MO 63131



Your Charter Holiday Savings Card

**Call now to get
your special offer!**

1-800-000-0000

Offer Expires: 00/00/00

Name or Current Resident

123 Anystreet

Anytown, ST 12345-6789



Dear (name):

Now is the perfect time to get your home ready for the holidays with the NEW Charter Triple Play. Now with MORE features, FREE extras and a LOWER price, starting at just \$29.99/mo each when bundled.*



Charter TV® - Enjoy more of your favorite sporting events, movies and shows with 125+ channels including local programming and your favorite networks such as ESPN, ABC Family, The Disney Channel, CNN and much more.

• Take digital networks on the go with your mobile devices.



Charter Internet® - Upload family photos, download holiday recipes, share videos and stream music with the Nation's Fastest Internet† - it's up to 10x faster than DSL.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want with family and friends this holiday season with unlimited local and long distance calling.

• PLUS, NO added fees like the phone company charges you.†

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more this holiday season with the flexibility of no contracts.
Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV

\$29⁹⁹
mo*

Charter Internet

\$29⁹⁹
mo*

Charter Phone

\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

**The NEW
Charter Triple Play**

TV, Internet
and Phone
starting at

\$29⁹⁹
/mo each*

Hurry,

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX

GO TO charter.com/holiday

Happy Holidays!
Order the Charter
Triple Play online
and get a \$200
gift card.‡

Get Your Home Ready for the Holidays with the NEW Charter Triple Play.



Charter TV®

- **NEW!** Enjoy more of your favorite sporting events, movies and shows with 125+ channels including local programming and your favorite networks
- Take digital networks on the go with your mobile devices
- Get an easy-to-use Interactive Program Guide so you always know what's on
- You decide what your family watches with Parental Controls



Charter Internet®

- **NEW!** FREE Internet modem included
- Fast speeds up to 30 Mbps - 10x faster than DSL
- Upload family photos, download holiday recipes, stream music and more without sacrificing Internet performance
- Bandwidth to support more devices than any other Internet provider
- Includes access to EPIX™ movies online for no additional cost, choose from over 1,500 titles††



Charter Phone®

- **NEW!** NO added fees like the phone company charges you*
- **NEW!** FREE 411 calls
- Talk with your family and friends this holiday season with unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.



Charter was Named
Fastest Internet in the Nation -
by PC Magazine†

BONUS: NEW! Free Charter Cloud Drive® and Wire Maintenance included.

The NEW Charter Triple Play

TV, Internet
and Phone
starting at

\$29.99
/mo each*

Hurry - the holidays are here!

Offer good through **XX/XX/XX**

CALL 1-XXX-XXX-XXXX

GO TO charter.com/holiday

Happy Holidays!
Order the Charter
Triple Play online
and get a \$200
gift card.†

©2012 Charter Communications, Inc. Offer good through XX/XX/XX; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem, Charter Cloud Drive, wire maintenance and EPIX online. TV equipment required and is extra; Install, taxes, fees, surcharges and other equipment extra. TV: Channel availability based on level of service. Must have Charter.com or Charter.net account log in to stream online programming. Apps are free with corresponding level of service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. †PC Magazine, 09/11; A trademark of Ziff Davis, Inc.; Used under license; Reprinted with permission; ©2011 Ziff Davis, Inc.; All Rights Reserved. ††Included at no additional cost with Charter TV including EPIX with Charter Internet Plus. Charter Cloud Drive implies industry and standard security measures to protect your data, but Charter does not warrant that such data is completely secure. PHONE: The taxes and fees are included in the price you pay. Services are subject to all applicable service terms and conditions, which are subject to change. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.

‡\$200 Gift Card: To receive a free gift card the order must be placed online by XX/XX/XX and services must be installed for at least 30 days. The card is a gift card you will select from a list of participating merchants. Limit one card per household. You will receive a redemption certificate in the mail once services have been installed. Please allow 6 weeks for delivery of your redemption certificate. After mailing in your redemption certificate, please allow 6 weeks from the postmark date to receive your card. Photocopies of this redemption certificate are not accepted. A U.S. address is required for delivery. The listed merchants are in no way affiliated with Charter Communications, Inc. nor are they sponsors of this program. Refer to the specific gift card for the applicable terms and conditions which are subject to change at merchant's sole discretion. Other restrictions may apply. See full details at charter.com/holiday.



The Charter Triple Play

TV, Internet
and Phone
starting at

\$29⁹⁹
/mo each*

**NO
Contracts!**

Sample A Sample
123 Main Street
Anytown US 12345-6789

Dear [name]:

We're excited to present you with a limited-time offer on three great services with no long-term contracts required. Starting at just \$29.99/mo each when bundled,* get all this:

Charter TV®

Transform every screen in your home with 100+ available **FREE HD** channels, over 10,000 On Demand choices and 1,500+ in HD including movies in 3D.

- **PLUS, get Charter DVR® service on up to 4 TVs for only \$19.99/mo.** With 4 DVRs and over 780 hours of storage, your whole family can watch what they want.**

Charter Internet®

Upload photos, stream movies, share videos and download music simultaneously with speeds up to 30 Mbps - it's up to 10x faster than DSL.

Charter Internet 30 Mbps

DSL 3 Mbps

Charter Phone®

Talk all you want without counting minutes with unlimited local and long distance calling.

- **PLUS, NO added fees like the phone company charges you.™**

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more with the flexibility of no contracts. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.



Act Now! Offer good through **XX/XX/XXXX**

Start saving with the Charter Triple Play.

Call **1-XXX-XXX-XXXX** | Go to **charter.com**

Amazing Value!

Charter TV
\$29⁹⁹
mo*

Charter Internet
\$29⁹⁹
mo*

Charter Phone
\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos
when bundled

Turn over to see all you get! >>

More service. More value. The Charter Triple Play.



Charter TV[®]
\$29⁹⁹ mo*

- Enjoy more of your favorite sporting events, movies and shows in brilliant HD with 100+ available **FREE HD** channels
- Access to over 10,000 On Demand choices and 1,500+ in HD including movies in 3D
- Get channel apps to watch TV on the go with your mobile devices



* **DVR service on up to 4 TVs with over 780 hours of storage - only \$19.99/mo.****



Charter Internet[®]
\$29⁹⁹ mo*

- **FREE** Internet modem included
- Fast speeds up to 30 Mbps – 10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously upload photos, stream movies, download music and more without sacrificing Internet performance
- Includes access to EPIX[™] movies online for no additional cost, choose from over 1,500 titles^{††}



Charter Phone[®]
\$29⁹⁹ mo*

- NO added fees like the phone company charges you[~]
- **FREE** 411 calls
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Manage your home phone from anywhere, at home or on the go, with Charter Phone Online Manager[‡]

BONUS: Wire Maintenance included.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.



Start saving with the Charter Triple Play.
Call **1-XXX-XXX-XXXX** | Go to **charter.com**



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12400 Powerscourt Dr, St. Louis, MO 63141

Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



Dear (name):

Here's a great way to get everything you want for your TV, Internet and Phone at an incredible price with no long-term contracts required. Starting at just \$29.99/mo each when bundled,* you get all this:



Charter TV® - Transform every screen in your home with **100+ available FREE HD channels**. Watch On Demand instantly with over 10,000 choices, 1,500+ in HD—including movies in 3D.

- Plus, take **digital networks on the go**. With mobile apps, you can watch your favorite shows from your smartphone, tablet or other devices with 20+ apps available soon. See insert for details.



Charter Internet® - Bandwidth to support more devices than any other Internet provider with speeds up to 30 Mbps; **10x faster than DSL**.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone® - Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling.

- **Plus, no added fees like the phone company charges you.~**

And there's so much more! Call today to take advantage of this special offer.

Sincerely,
Your friends at Charter

P.S. We're giving you more with the flexibility of 2-hour appointment windows with an on-time guarantee.†† Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV
\$29.99
mo*

Charter Internet
\$29.99
mo*

Charter Phone
\$29.99
mo*

*\$29.99/mo each for 12 mos when bundled

The Charter Triple Play

TV, Internet
and Phone
starting at

\$29.99
/mo each*

**No
Contracts**

Hurry,
Offer good through **XX/XX/XX**
CALL 1-XXX-XXX-XXXX
GO TO charter.com

223A

Turn over to see how we beat the competition! ➡

Switch today and get more of what you want for less, guaranteed.†



- 100+ available **FREE** HD channels
- Watch On Demand instantly with over 10,000 On Demand choices, 1,500+ in HD—including movies in 3D
- Channel apps to watch TV on the go with your mobile devices



...with 20+ apps available soon

- Charter DVR® service on up to 4 TVs in your home for only \$19.99/mo**—record up to 8 shows at once and unlike satellite, you have the ability to pause, play and rewind live TV in each room



- **FREE** Internet modem
- Fast speeds up to 30 Mbps—10x faster than DSL
- Bandwidth to support more devices than any other Internet provider
- Simultaneously upload photos, stream movies, download music and more without sacrificing your Internet performance
- Don't wait for files to download like with DSL—download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL



- **FREE** 411 calls
- No added fees like the phone company charges you*
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features
- Manage your home phone from anywhere, at home or on the go, with Charter Phone Online Manager†

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability. Wire-maintenance is included to keep your wires from becoming a big expense.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

The Charter Triple Play

TV, Internet and Phone starting at

\$29.99
/mo each*

NO Contracts

Hurry,

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX

GO TO charter.com

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223A

Charter

COMMUNICATIONS

12405 Powerscourt Drive, St. Louis, MO 63131

Name or Current Resident

123 Anystreet

Anytown, ST 12345-6789



Estimado/a (name):

Bienvenidos a Charter Spectrum™—¡ahora disponible en tu vecindario! Ve tu mundo más grande, muévete más rápido, sé más poderoso con el Trío de Charter Spectrum. Con Charter Spectrum podrás disfrutar de TV con la mejor programación de México y los Estados Unidos, Internet súper rápido y llamadas sin límite a un gran precio y sin contrato.



Charter Spectrum TV™ – Más canales en HD **GRATIS**

- Sobre 200 canales en HD, eso es más de lo que ofrece satélite
- Acceso a más de 10,000 opciones en On Demand, incluyendo sobre 1,500 en HD+
- Más de 130 canales en vivo en cualquier parte de tu casa con el App de Charter



Charter Spectrum Internet™ – 20 veces **más rápido** que DSL

- No navegues la red, **VUELA** por ella con velocidades que comienzan a **60 Mbps**
- Incluye **GRATIS** módem para Internet y detección automática de virus con Charter Security Suite®



Charter Spectrum Voz™ – Llamadas sin límite

- Llamadas ilimitadas en los EE. UU., a Canadá y Puerto Rico
- Llamadas al 411 **GRATIS**
- 13 funciones de llamada como Correo de Voz e Identificador de Llamadas y mucho más

Latino View

Como más se goza en español

- Gózate hasta **50** de tus canales favoritos por solo \$6.99 al mes
- La programación más variada; deportes, películas, videos musicales y mucho más



Si te encuentras atado a un contrato con otro proveedor, te pagáramos hasta \$500 para salirte.**
Pregúntanos como.

Atentamente,

Carolina Antunez, Gerente de Mercadeo Multicultural

Pruébalo por 30 días y, si no estás 100% satisfecho, te devolvemos tu dinero. Visita charter.com/garantia.

TV + Internet + Voz

desde

\$29.99
al mes
cada uno*



No te pierdas esta **GRAN** oferta
válida hasta **XX/XX/XX**

Llama al **1-XXX-XXX-XXXX**
Visita charterspectrum.com/espanol

Watch more of your favorite Spanish programs in brilliant HD with the Charter Spectrum™ Triple Play!

Dear (name):

Introducing Charter Spectrum—now available in your neighborhood! View your world bigger, move faster, be more powerful with the Charter Spectrum Triple Play. With Charter Spectrum, you can enjoy the best programming from Mexico and the U.S., super-fast Internet and unlimited calling at a great price without a contract.



Charter Spectrum TV™ – More HD channels **FREE**

- Over 200 HD channels, that's more than satellite
- Access to more than 10,000 On Demand choices, including 1,500+ in HD†
- More than 130 live TV channels anywhere in your home with the Charter App



Charter Spectrum Internet™ – 20x faster than DSL

- Don't just surf the net, FLY through it at speeds starting at **60 Mbps**
- Includes **FREE** Internet modem and automatic detection of viruses with Charter Security Suite®



Charter Spectrum Voice™ – Calling without limits

- Unlimited calling in the U.S., Canada and Puerto Rico
- **FREE** 411 Calls
- 13 popular calling features including Voicemail, Caller ID and more

Latino View

Enjoy even more entertainment in Spanish!

- Enjoy up to **50** of your favorite channels for only \$6.99 per month
- The most varied programming: sports, movies, music videos and much more



If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out.** Ask us how.

Sincerely,

Carolina Antunez, Multicultural Marketing Manager

Try it for 30 days and if you are not 100% satisfied, get your money back. Visit charter.com/guarantee.

TV + Internet + Voice

from

\$29.99 /mo each*
Add Latino View for only \$6.99/mo

Don't miss out on this GREAT offer
Good through **XX/XX/XX**

CALL **1-XXX-XXX-XXXX**
Go to charterspectrum.com

Oferta válida hasta el XX/XX/14; válida para clientes residenciales que califiquen, quienes no tengan deudas con Charter. *El precio combinado es de \$89.97/al mes por un año y \$109.97/al mes el año 2; aplican tarifas estándar después de 2 años; instalación, impuestos, cargos, sobrecargos y otro equipo extra. El paquete que califica incluye servicio Charter Spectrum TV Select, Charter Spectrum Internet y Charter Spectrum Voz. **Aplican restricciones. Para calificaciones del programa de rescisión de contrato, visita charter.com/buyout. Términos generales: TV: Se requiere equipo de TV y es extra. La disponibilidad de los canales depende del nivel de servicio. †Canal, programación de HD y la programación de On Demand varía de acuerdo al nivel de servicio. La Aplicación de Charter requiere servicios de TV e Internet de Charter. INTERNET: Las velocidades de Internet varían por domicilio. Velocidades comparadas con 3 Mbps DSL. VOZ: Voz ilimitada incluye llamadas en E.E.U.U., Canadá, Puerto Rico, Guam y las Islas Vírgenes y México a teléfonos fijos, 250 minutos a celulares dentro de México exclusivamente. Llamadas ilimitadas a México sólo está disponible dentro de áreas servibles en California. Los servicios están sujetos a todos los términos y condiciones de servicio que apliquen, los cuales están sujetos a cambios. Servicios no disponibles en todas las áreas. Aplican restricciones. Para reducir la cantidad de correspondencia directa enviada por Charter, visita charter.com/dmoptout. ©2014 Charter Communications, Inc.

Offer good through XX/XX/14; valid to qualified residential customers who have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; install, taxes, fees, surcharges and other equipment extra. Qualifying bundle includes Charter Spectrum TV Select, Charter Spectrum Internet and Charter Spectrum Voice. **Restrictions apply. For contract buyout qualifications, go to charter.com/buyout. General Terms: TV: TV equipment required and is extra. †Channel, HD programming and On Demand titles availability based on level of service. Charter.com or Charter.net account log in may be required to stream some TV content online. Charter App requires Charter TV and Internet service. INTERNET: Internet speeds may vary by address. Speeds compared to 3 Mbps DSL. VOICE: Unlimited includes calls within the U.S., Canada, Puerto Rico, Guam and the Virgin Islands and Mexico landlines. Up to 250 minutes to mobiles within Mexico only. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout. All trademarks are the property of their respective owners. ©2014 Charter Communications, Inc.



The Charter Triple Play

TV, Internet
and Phone
from **\$29⁹⁹**
/mo each*

**No
Contracts**

Sample A Sample
123 Main Street
Anytown US 12345-6789

Dear (name):

Here's a great way to get everything you want for your TV, Internet and Phone at an incredible price with no long-term contracts required. From \$29.99/mo each when bundled,* get all this:



Charter TV® - Transform every screen in your home with **100+ available FREE HD channels**. Watch On Demand instantly with over 10,000 choices, 1,500+ in HD-including movies in 3D.

- Plus, take **digital networks on the go**. With mobile apps, you can watch your favorite shows from your smartphone, tablet or other devices, with apps for over 20 digital networks available soon. Just one more thing you can't get with satellite!



Charter Internet® - Bandwidth to support more devices than other Internet providers with speeds up to 30 Mbps; **10x faster than DSL**.

Charter Internet

30 Mbps

DSL

3 Mbps



Charter Phone® - Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling.

- **Plus, no added fees like the phone company charges you.™**

And there's so much more! Call today to take advantage of this special offer.

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour appointment windows with an on-time guarantee.††
Call **1-XXX-XXX-XXXX**, click or visit today and customize the bundle that's right for you.

Charter TV
\$29⁹⁹
mo*

Charter Internet
\$29⁹⁹
mo*

Charter Phone
\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

The Charter Triple Play

TV, Internet
and Phone
from

\$29⁹⁹
/mo each*

**No
Contracts**

Hurry,
Offer good through **XX/XX/XX**
CALL 1-XXX-XXX-XXXX
GO TO gocharter.com

444A

Turn over to see how we beat the competition! ➡

Switch today and get more of what you want for less, guaranteed.†



- 100+ available **FREE** HD channels
- Watch On Demand instantly with over 10,000 On Demand choices, 1,500+ in HD-including movies in 3D
- Downloadable channel apps to watch TV on the go with your mobile devices



...with apps for over 20 digital networks available soon

- Charter DVR® service on up to 4 TVs in your home for only \$19.99/mo**—record up to 8 shows at once and unlike satellite, you have the ability to pause, play and rewind live TV in each room



- **FREE** Internet modem
- Fast speeds up to 30 Mbps—10x faster than DSL, enough bandwidth to support more devices than other Internet providers
- Simultaneously upload photos, stream movies, download music and more without sacrificing your Internet performance
- Don't wait for files to download like with DSL—download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL
- With Charter WiFi, get superior speed and ranges so you can do more on more devices throughout your home



- **FREE** 411 calls
- No added fees like the phone company charges you*
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features
- Manage your home phone from anywhere, at home or on the go, with Charter Phone Online Manager†

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability. Wire-maintenance is included to keep your wires from becoming a big expense.



We're committed to making your experience outstanding. Learn more about our customer guarantee at charter.com/guarantee.

The Charter Triple Play

TV, Internet and Phone from

\$29.99
/mo each*

NO Contracts

Hurry,
Offer good through **XX/XX/XX**
CALL **1-XXX-XXX-XXXX**
GO TO **gocharter.com**

©2013 Charter Communications, Inc. Offer good through XX/XX/13; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem and wire maintenance. †For 30-Day Money Back Guarantee, visit charter.com/guarantee. ††Visit charter.com/online for complete details. TV equipment required and is extra; install extra, other equipment, taxes, fees and surcharges extra. TV: Channel availability based on level of service. Lease of Charter HD set-top box required to receive HD programming; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D On Demand viewing requires compatible equipment; TV must be 3D capable; programming varies by level of service. © Disney. All Rights Reserved. Apps and live streams available in U.S. only and subject to additional restrictions. Must subscribe to HBO® and Cinemax® to receive their online service and apps. HBO GO® and MAX GO® are only accessible in the U.S. and certain U.S. territories where a high speed broadband connection is available. Minimum connection of 3 Mbps required for HD viewing on laptop. Minimum 3G connection is required for viewing on mobile devices. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. **Lease of Charter DVR set-top box required for DVR service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. Charter WiFi: Charter Internet required. Equipment, activation and installation fees apply. PHONE: The taxes and fees are included in the price you pay. ‡Must subscribe to Charter Internet and Phone and have a Charter.com or Charter.net account log in to access and use Phone Online Manager service. Services are subject to all applicable service terms and conditions, which are subject to change. HBO, Cinemax, and related channels and service marks are the property of Home Box Office, Inc. The TBS, CNN, CN Cartoon Network and TNT logos are trademarks of Turner Broadcasting System, Inc. A Time Warner Company. All Rights Reserved. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.

444A



12400 Powerscourt Dr, St. Louis, MO 63121

Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



Dear [name],

As a Charter TV customer, you can now add crystal-clear TV in HD, fast Internet and unlimited Phone at an incredible price. Call today and get all this:



Charter TV* - Transform every screen in your home with 100+ available FREE HD channels. Watch On Demand instantly with over 10,000 choices, 1,500+ in HD—including movies in 3D.

NEW! The Charter App is now available as part of the Charter Triple Play. Watch live TV anywhere in your home, use your mobile device as a remote and manage your DVR so you never miss a show.



Charter Internet* - Upload photos, stream movies, share videos and download music simultaneously with speeds up to 30 Mbps—that's 10x faster than DSL.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone* - Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling.

•Plus, no added fees like the phone company charges you.*

And there's so much more! **If you are stuck in a contract with another provider, we can help. Ask us how.**

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour appointment windows with an on-time guarantee.[†] Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

The Charter Triple Play

TV, Internet
and Phone
from

\$109⁹⁷
/mo for 12 mos*

No
Contracts

Hurry,

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX
GO TO gocharter.com

522M

Turn over to see how we beat the competition! ➡

Upgrade today and get more of what you want for less, guaranteed.^{††}



- 100+ available **FREE HD** channels
- Watch On Demand instantly with 10,000+ On Demand choices, 1,500+ in HD—including movies in 3D
- Watch live TV anywhere in your home with the NEW Charter App
- Mobile apps to watch TV on the go with your mobile devices



...with apps for over 20 digital networks available

- Add Charter DVR[®] service on up to 4 TVs in your home for only \$19.99/mo^{**}—record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room



- **FREE** Internet modem
- Fast speeds up to 30 Mbps—10x faster than DSL
- Spend less time waiting—download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL
- Ask about Charter WiFi, get superior speed and ranges so you can do more on more devices throughout your home



- **FREE** 411 calls
- No added fees like the phone company charges you^{*}
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability.

Learn more about our 30-Day Money-Back Guarantee at charter.com/guarantee.

If you are stuck in a contract with another provider, we can help. Ask us how.

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TV, Internet and Phone from

\$109.97
/mo for 12 mos^{*}

NO Contracts

Hurry,

Offer good through **XX/XX/XX**

CALL **1-XXX-XXX-XXXX**

GO TO **gocharter.com**

©2013 Charter Communications, Inc. Offer good through XX/XX/13; valid to qualified residential customers who have no outstanding obligation to Charter. *Bundle price is \$109.97/mo. yr 1 & \$124.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited; additional services are extra. Offer includes lease of one Internet modem. To qualify for contract buyout program, copy of the final bill from previous provider with early termination fees clearly marked and completed Charter Contract Buyout Form required. Upon receipt of the forms and verification of eligibility, a check in the amount equal to the early termination fee charged by your previous provider on your final bill (not to exceed \$200), will be mailed to your Charter service address. Contract buyout forms must be received by Charter within 60 days of installation of the Charter Triple Play. †Visit charter.com/ontime for complete details. ††For 30-Day Money Back Guarantee, visit charter.com/guarantee. TV equipment required and is extra; install extra, other equipment, taxes, fees and surcharges extra. TV: Channel availability based on level of service. Lease of Charter HD set-top box required to receive HD programming; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D On Demand viewing requires compatible equipment; TV must be 3D capable; programming varies by level of service. The Charter App requires Charter TV and Internet service. Currently only available for iOS devices. © Disney. All Rights Reserved. Apps and live streams available in U.S. only and subject to additional restrictions. Must subscribe to HBO[®] and Cinemax[®] to receive their online service and apps. HBO GO[®] and MAX GO[®] are only accessible in the U.S. and certain U.S. territories where a high speed broadband connection is available. Minimum connection of 3 Mbps required for HD viewing on laptop. Minimum 3G connection is required for viewing on mobile devices. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. **Lease of Charter DVR set-top box required for DVR service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. Charter WiFi: Charter Internet required. Equipment, activation and installation fees apply. PHONE: *The taxes and fees are included in the price you pay. Services are subject to all applicable service terms and conditions, which are subject to change. HBO, Cinemax, and related channels and service marks are the property of Home Box Office, Inc. The TBS, CNN, CN Cartoon Network and TNT logos are trademarks of Turner Broadcasting System, Inc. A Time Warner Company. All Rights Reserved. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.

522M



12405 Powerscourt Drive, St. Louis, MO 63131

Name or Current Resident

123 Anystreet

Anytown, ST 12345-6789



Dear (name):

When it comes to outstanding TV, Internet and Phone service for your home, satellite providers can't compete with Charter. Now's the time to ditch the dish and switch!

For a limited time, we're offering a special price on three great services with no long-term contracts required. From \$29.99/mo each when bundled,* get all this:



Charter TV* - Have a better viewing experience with **100+ available FREE HD channels**, watch On Demand instantly with over 10,000 On Demand choices and 1,500+ in HD-including movies in 3D.

***NEW!** The Charter App is now available as part of the Charter Triple Play. Watch live TV anywhere in your home, use your mobile device as a remote and manage your DVR so you never miss a show.



Charter Internet* - Upload photos, stream movies, share videos and download music simultaneously with speeds up to 30 Mbps-**10x faster than DSL**.

Charter Internet

30 Mbps

DSL 3 Mbps



Charter Phone* - Talk all you want without counting minutes with unlimited local and long distance calling.

• Plus, NO added fees like the phone company charges you.*

And there's so much more! Call today to take advantage of this special offer.

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour appointment windows with an on-time guarantee.**
Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV
\$29⁹⁹
mo*

Charter Internet
\$29⁹⁹
mo*

Charter Phone
\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

The Charter Triple Play

TV, Internet
and Phone
from

\$29⁹⁹
/mo each*

**NO
Contracts**

Hurry,
Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX
GO TO gocharter.com

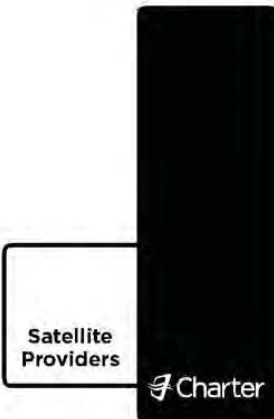
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See how Charter compares to satellite providers. Turn over →



Charter beats satellite hands down!

Switch today and get more of what
you want for less, guaranteed.[†]



| | Charter | Satellite Providers |
|---|------------|---------------------|
| More On Demand choices-over 10,000 instant movies and shows, over 5,000 free for all customers | YES | NO |
| Watch On Demand instantly | YES | NO |
| DVR service with the ability to pause, play and rewind live TV in every room | YES | NO |
| Free Internet modem | YES | NO |
| Incredibly fast Internet | YES | NO |
| Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands | YES | NO |
| TV, Internet and Phone on one convenient bill | YES | NO |
| Weather-resistant reliability; 1 out of 4 satellite customers claim they have reception outages in bad weather ^{†††} | YES | NO |
| No expensive equipment to buy or dish to install on your home | YES | NO |
| 2-hour appointment windows with an on-time guarantee ^{††} | YES | NO |
| No Contracts | YES | NO |

The Charter Triple Play

TV, Internet
and Phone
from

\$29⁹⁹
/mo each*

**NO
Contracts**

Hurry,
Offer good through XX/XX/XX

CALL **1-XXX-XXX-XXXX**
GO TO **gocharter.com**



Now you can watch TV anytime, anywhere

NEW The Charter App is now available

- Watch live TV anywhere in your home
- Use your mobile device as a remote
- Manage your DVR so you never miss a show



Watch TV on your schedule with Charter DVR®

- Add DVR service on up to 4 TVs in your home for \$19.99/mo**
- Record up to 8 shows at once
- Have the ability to pause, play and rewind live TV

Make TV more mobile

- Watch your favorite shows and networks on the go with mobile apps
- Use your tablet, smartphone or other mobile device
- Apps for over 20 digital networks available



The Charter Triple Play

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Contracts

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More service. More value.

The Charter Triple Play gives you more than satellite providers.



Charter TV®

- Enjoy more of your favorite sporting events, movies and shows in brilliant HD with 100+ available **FREE** HD channels
- Instant access to over 10,000 On Demand choices and 1,500+ in HD including movies in 3D
- Watch live TV anywhere in your home with the NEW Charter App
- Downloadable mobile apps to watch TV on the go with your mobile devices



...with apps for over 20 digital networks available



Charter Internet®

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Contracts**


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 **Charter Internet[®]** - Upload photos, stream movies, share videos and download music simultaneously with speeds up to 30 Mbps—**10x faster than DSL**.

| | |
|------------------|---------|
| Charter Internet | 30 Mbps |
| DSL | 3 Mbps |

 **Charter Phone[®]** - Talk all you want without counting minutes with unlimited local and long distance calling.

• **Plus, NO added fees like the phone company charges you.***

And there's so much more! Call today to take advantage of this special offer.

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Charter Phone
\$29⁹⁹ /mo*

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Contracts**

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GO TO gocharter.com**

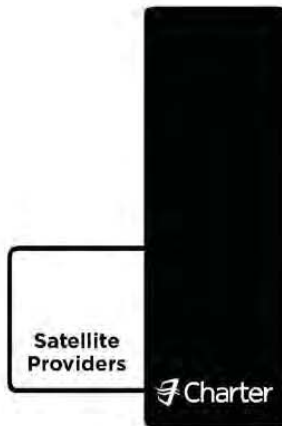
620A

See how Charter compares to satellite providers. Turn over →



Charter beats satellite hands down!

Switch today and get more of what
you want for less, guaranteed.[†]



| | Charter | Satellite Providers |
|---|------------|---------------------|
| More On Demand choices—over 10,000 instant movies and shows, over 5,000 free for all customers | YES | NO |
| Watch On Demand instantly | YES | NO |
| DVR service with the ability to pause, play and rewind live TV in every room | YES | NO |
| Free Internet modem | YES | NO |
| Incredibly fast Internet | YES | NO |
| Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands | YES | NO |
| TV, Internet and Phone on one convenient bill | YES | NO |
| Weather-resistant reliability; 1 out of 4 satellite customers claim they have reception outages in bad weather ^{†††} | YES | NO |
| No expensive equipment to buy or dish to install on your home | YES | NO |
| 2-hour appointment windows with an on-time guarantee ^{††} | YES | NO |
| No Contracts | YES | NO |

The Charter Triple Play

TV, Internet
and Phone
from

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GO TO gocharter.com

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- Watch live TV anywhere in your home
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- Have the ability to pause, play and rewind live TV

Make TV more mobile

- Watch your favorite shows on the go with mobile apps
- Use your tablet, smartphone or other mobile devices
- Apps for over 20 digital networks available



The Charter Triple Play

TV, Internet
and Phone
from

\$29⁹⁹
/mo each*

**NO
Contracts**

Hurry,

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX
GO TO gocharter.com

620A



More service. More value.

The Charter Triple Play gives you more than satellite providers.



Charter TV®

- Enjoy more of your favorite sporting events, movies and shows in brilliant HD with 100+ available **FREE** HD channels
- Instant access to over 10,000 On Demand choices and 1,500+ in HD including movies in 3D
- Watch live TV anywhere in your home with the NEW Charter App
- Mobile apps to watch TV on the go with your mobile devices



...with apps for over 20 digital networks available



Charter Internet®

- **FREE** Internet modem included
- Fast speeds up to 30 Mbps-10x faster than DSL
- Bandwidth to support more devices than other Internet providers
- Simultaneously upload photos, stream movies, download music and more without sacrificing your Internet performance
- Ask about Charter WiFi, get superior speed and ranges so you can do more on more devices throughout your home



Charter Phone®

- **FREE** 411 calls
- NO added fees like the phone company charges you*
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Includes Voicemail and 13 popular calling features
- Manage your home phone from anywhere, at home or on the go, with Charter Phone Online Manager^^

Learn more about our 30-Day Money-Back Guarantee at charter.com/guarantee.

The Charter Triple Play

TV, Internet and Phone from

\$ **29.99** /mo each*

NO Contracts

Hurry,
Offer good through XX/XX/XX

CALL **1-XXX-XXX-XXXX**
Go To gocharter.com

©2013 Charter Communications, Inc. Offer good through XX/XX/XX; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem. †For 30-Day Money Back Guarantee, visit charter.com/guarantee. ‡Visit charter.com/ontime for complete details. ††Source: The Link Group Survey in Charter serviceable markets, 03/13. TV equipment required and is extra; install, taxes, fees, surcharges and other equipment extra. TV: Channel availability based on level of service. Lease of Charter HD set-top box required to receive HD programming; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D On Demand viewing requires 3D TV, glasses and compatible set top box; programming varies by level of service. The Charter App requires Charter TV and Internet service. Currently only available for iOS devices. © Disney. All Rights Reserved. Apps and live streams available in U.S. only and subject to additional restrictions. Must subscribe to HBO® and Cinemax® to receive their online service and apps. HBO GO® and MAX GO® are only accessible in the U.S. and certain U.S. territories where a high speed broadband connection is available. Minimum connection of 3 Mbps required for HD viewing on laptop. Minimum 3G connection is required for viewing on mobile devices. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. **Lease of Charter DVR set-top box required for DVR service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. Charter WiFi: Charter Internet required. Equipment, activation and installation fees apply. PHONE: The taxes and fees are included in the price you pay. ***Must subscribe to Charter Internet and Phone and have a Charter.com or Charter.net account log in to access and use Phone Online Manager service. Services are subject to all applicable service terms and conditions, which are subject to change. Trademarks belong to their respective owners. HBO, Cinemax, and related channels and service marks are the property of Home Box Office, Inc. The TBS, CNN, CN Cartoon Network, and TNT logos are trademarks of Turner Broadcasting System, Inc. A Time Warner Company. All Rights Reserved. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.

620A



12400 Powerscourt Drive, St. Louis, MO 63141

Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



Dear (name):

Here's a great way to get everything you want for your TV, Internet and Phone at an incredible price with no long-term contracts required. From \$29.99/mo each when bundled,* get all this:



Charter TV* - Transform every screen in your home with 100+ available FREE HD channels. Watch On Demand instantly with over 10,000 choices, 1,500+ in HD—including movies in 3D.

NEW! The Charter App is now available as part of the Charter Triple Play. Watch live TV anywhere in your home, use your mobile device as a remote and manage your DVR so you never miss a show.



Charter Internet* - Upload photos, stream movies, share videos and download music simultaneously with speeds up to 30 Mbps—that's 10x faster than DSL.

Charter Internet

30 Mbps

DSL

3 Mbps



Charter Phone* - Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling.

•Plus, no added fees like the phone company charges you.*

And there's so much more! **If you are stuck in a contract with another provider, we can help. Ask us how.**

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour appointment windows with an on-time guarantee.**
Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV

\$29⁹⁹
mo*

Charter Internet

\$29⁹⁹
mo*

Charter Phone

\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

The Charter Triple Play

TV, Internet
and Phone
from

\$29⁹⁹
/mo each*

**No
Contracts**

Hurry,

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX
GO TO gocharter.com

677A

Turn over to see how we beat the competition! ➡

Switch today and get more of what you want for less, guaranteed.†



- 100+ available **FREE HD** channels
- Watch On Demand instantly with over 10,000 On Demand choices, 1,500+ in HD—including movies in 3D
- Watch live TV anywhere in your home with the NEW Charter App
- Mobile apps to watch TV on the go with your mobile devices



...with apps for over 20 digital networks available

- Add Charter DVR® service on up to 4 TVs in your home for only \$19.99/mo**—record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room



- **FREE** Internet modem
- Fast speeds up to 30 Mbps—10x faster than DSL
- Spend less time waiting—download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL
- Ask about Charter WiFi, get superior speed and ranges so you can do more on more devices throughout your home



- **FREE** 411 calls
- No added fees like the phone company charges you*
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability.

Learn more about our 30-Day Money-Back Guarantee at charter.com/guarantee.

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TV, Internet and Phone from

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/mo each*

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CALL 1-XXX-XXX-XXXX

GO TO gocharter.com

©2013 Charter Communications, Inc. Offer good through XX/XX/13; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem. To qualify for contract buyout program, copy of the final bill from previous provider with early termination fees clearly marked and completed Charter Contract Buyout Form required. Upon receipt of the forms and verification of eligibility, a check in the amount equal to the early termination fee charged by your previous provider on your final bill (not to exceed \$200), will be mailed to your Charter service address. Contract buyout forms must be received by Charter within 60 days of installation of the Charter Triple Play. †For 30-Day Money Back Guarantee, visit charter.com/guarantee. †Visit charter.com/ontime for complete details. TV equipment required and is extra; install extra, other equipment, taxes, fees and surcharges extra. TV: Channel availability based on level of service. Lease of Charter HD set-top box required to receive HD programming; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D On Demand viewing requires compatible equipment; TV must be 3D capable; programming varies by level of service. The Charter App requires Charter TV and Internet service. Currently only available for iOS devices. © Disney. All Rights Reserved. Apps and live streams available in U.S. only and subject to additional restrictions. Must subscribe to HBO® and Cinemax® to receive their online service and apps. HBO GO® and MAX GO® are only accessible in the U.S. and certain U.S. territories where a high speed broadband connection is available. Minimum connection of 3 Mbps required for HD viewing on laptop. Minimum 3G connection is required for viewing on mobile devices. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. **Lease of Charter DVR set-top box required for DVR service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. Charter WiFi: Charter Internet required. Equipment, activation and installation fees apply. PHONE: *The taxes and fees are included in the price you pay. Services are subject to all applicable service terms and conditions, which are subject to change. HBO, Cinemax, and related channels and service marks are the property of Home Box Office, Inc. The TBS, CNN, CN Cartoon Network and TNT logos are trademarks of Turner Broadcasting System, Inc. A Time Warner Company. All Rights Reserved. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.

677A



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Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



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Charter TV - Transform every screen in your home with 100+ available FREE HD channels. Watch On Demand instantly with over 10,000 choices, 1,500+ in HD-including movies in 3D.

NEW! The Charter App is now available as part of the Charter Triple Play. Watch live TV anywhere in your home, use your mobile device as a remote and manage your DVR so you never miss a show.



Charter Internet - Upload photos, stream movies, share videos and download music simultaneously with speeds up to 30 Mbps-that's 10x faster than DSL.

Charter Internet

30 Mbps

DSL

3 Mbps



Charter Phone - Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling.

•Plus, no added fees like the phone company charges you.*

And there's so much more! **If you are stuck in a contract with another provider, we can help. Ask us how.**

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour arrival windows and a 30-day money-back guarantee. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV
\$29⁹⁹
mo*

Charter Internet
\$29⁹⁹
mo*

Charter Phone
\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

The Charter Triple Play

TV, Internet
and Phone
from

\$29⁹⁹
/mo each*

NO
Contracts

Hurry,
Offer good through **XX/XX/XX**

CALL **1-XXX-XXX-XXXX**
GO TO **gocharter.com**

736A

Turn over to see how we beat the competition! ➡

Switch today and get more of what you want for less, guaranteed.†



- 100+ available **FREE** HD channels
- Watch On Demand instantly with over 10,000 On Demand choices, 1,500+ in HD—including movies in 3D
- Watch live TV anywhere in your home with the NEW Charter App
- Take TV on the go with 40+ available digital channels



- Add Charter DVR® service on up to 4 TVs in your home for only \$19.99/mo**—record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room



- **FREE** Internet modem
- Fast speeds up to 30 Mbps—10x faster than DSL
- Spend less time waiting—download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL
- Ask about Charter WiFi, get superior speed and ranges so you can do more on more devices throughout your home



- **FREE** 411 calls
- No added fees like the phone company charges you*
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability.

Learn more about our 30-Day Money-Back Guarantee at charter.com/guarantee.

If you are stuck in a contract with another provider, we can help. Ask us how.

The Charter Triple Play

TV, Internet
and Phone
from

\$29.99
/mo each*

NO
Contracts

Hurry,

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX

GO TO gocharter.com

©2014 Charter Communications, Inc. Offer good through XX/XX/14; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; qualifying bundle includes Charter TV Select service, Internet Plus with speeds up to 30 Mbps and Phone Unlimited. Offer includes lease of one Internet modem. To qualify for contract buyout program, copy of the final bill from previous provider with early termination fees clearly marked and completed Charter Contract Buyout Form required. Upon receipt of the forms and verification of eligibility, a check in the amount equal to the early termination fee charged by your previous provider on your final bill (not to exceed \$200), will be mailed to your Charter service address. Contract buyout forms must be received by Charter within 60 days of installation of the Charter Triple Play. †For 30-Day Money Back Guarantee, visit charter.com/guarantee. TV equipment required and is extra; install extra, other equipment, taxes, fees and surcharges extra. TV: Channel availability based on level of service. Lease of Charter HD set-top box required to receive HD programming; TV must be HD capable; HD programming may vary. On Demand programming varies by level of service; pricing, ratings and scheduling are subject to change. 3D On Demand viewing requires compatible equipment; TV must be 3D capable; programming varies by level of service. The Charter App requires Charter TV and Internet service. Currently only available for iOS devices. © Disney. All Rights Reserved. Apps and live streams available in U.S. only and subject to additional restrictions. Must subscribe to HBO® and Cinemax® to receive their online service and apps. HBO GO® and MAX GO® are only accessible in the U.S. and certain U.S. territories where a high speed broadband connection is available. Minimum connection of 3 Mbps required for HD viewing on laptop. Minimum 3G connection is required for viewing on mobile devices. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. **Lease of Charter DVR set-top box required for DVR service. INTERNET: Available Internet speeds may vary by address; small percent of customers will receive lower than advertised speeds. Charter WiFi: Charter Internet required. Equipment, activation and installation fees apply. PHONE: The taxes and fees are included in the price you pay. Services are subject to all applicable service terms and conditions, which are subject to change. HBO, Cinemax, and related channels and service marks are the property of Home Box Office, Inc. The TBS, CNN, CN Cartoon Network and TNT logos are trademarks of Turner Broadcasting System, Inc. A Time Warner Company. All Rights Reserved. Trademarks belong to their respective owners. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout.

736A



The Charter Spectrum™ Triple Play

TV, Internet
and Voice
from

\$29⁹⁹
/mo each*

**NO
Contracts**

Sample A Sample
123 Main Street
Anytown US 12345-6789

Dear (name):

Introducing the NEW Charter Spectrum—now available in your neighborhood! It's the most TV, Internet and Voice you can get at this incredible low price. From \$29.99/mo each when bundled,* enjoy all this:



Charter Spectrum TV™ – Transform every screen in your home with over 200 HD channels available* with stunning clarity you have to see to believe. Watch On Demand instantly with over 10,000 choices, 1,500+ in HD*—including movies in 3D.

- The Charter App is now available as part of the Charter Spectrum Triple Play. Watch live TV anywhere in your home, use your mobile device as a remote and manage your DVR so you never miss a show.



Charter Spectrum Internet™ – Upload photos, stream movies, share videos and download music simultaneously with speeds up to 60 Mbps—that's 20x faster than DSL.



Charter Spectrum Voice™ – Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling.

And there's so much more! **If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out.** Ask us how.**

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour arrival windows and a 30-day money-back guarantee. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter Spectrum TV

\$29⁹⁹
mo*

Charter Spectrum Internet

\$29⁹⁹
mo*

Charter Spectrum Voice

\$29⁹⁹
mo*

* \$29.99/mo each for
12 mos when bundled

TV + Internet + Voice

from

\$29⁹⁹
/mo each*

**NO
Contracts**

Hurry,
Offer good through **XX/XX/XX**

CALL 1-XXX-XXX-XXXX
GO TO charterspectrum.com

BBTC3

Turn over to see how we beat the competition! ➡

Welcome to **MORE HD TV,** **FASTER INTERNET** and the **BEST VOICE SERVICE**



- Over 200 HD channels available, watch On Demand instantly with over 10,000 choices, 1,500+ in HD[†]
- Watch live TV anywhere in your home with the Charter App
- Take TV on the go with 40+ available digital channels



- Add Charter DVR^{*} service on up to 4 TVs in your home for \$19.99/mo^{*}—record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room
- Ask about Charter Spectrum TV Silver or Gold and enjoy premium channels such as HBO^{*}, Cinemax^{*}, SHOWTIME^{*}, NFL Network, Sprout, Nick Jr.[™] and more



- **FREE** Internet modem
- Double the Internet speeds starting at 60 Mbps—20x faster than DSL
- Spend less time waiting—download 8 of your favorite songs in 5 seconds versus 1 minute 47 seconds with DSL
- Enjoy the fastest WiFi available, with increased range and speed so you can do more on more devices throughout your home



- **FREE** 411 calls
- No added fees like the phone company charges you
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability.

Learn more about our 30-Day Money-Back Guarantee at charter.com/guarantee.

If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out.^{**}

TV + Internet + Voice

from

\$

29⁹⁹
/mo each*

NO
Contracts

Hurry,
Offer good through **XX/XX/XX**

CALL **1-XXX-XXX-XXXX**
GO TO **charterspectrum.com**

Offer good through XX/XX/14; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; install, other equipment, taxes, fees and surcharges extra; qualifying bundle includes Charter Spectrum TV Select, Charter Spectrum Internet and Charter Spectrum Voice; additional services are extra. Charter DVR set-top box required for DVR service and is extra. **Restrictions apply. For contract buyout qualifications, go to charter.com/buyout. General Terms: TV: TV equipment required and is extra. †Channel, HD programming and On Demand titles availability based on level of service. Charter App requires Charter TV and Internet service. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. © Disney. All Rights Reserved. Apps and live streams available in U.S. only and subject to additional restrictions. Must subscribe to HBO[®] and Cinemax[®] to receive their online service and apps. You must be a subscriber of SHOWTIME to receive SHOWTIME ANYTIME. INTERNET: Available Internet speeds may vary by address. Speeds compared to 3 Mbps DSL. Charter WiFi: Equipment, activation and installation fees apply. VOICE: Taxes and fees included in price. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout. All trademarks are the property of their respective owners. ©2014 Charter Communications, Inc.

BBTC3



The Charter Triple Play

TV, Internet
and Phone
from **\$29⁹⁹**
/mo each*

NO
Contracts

Sample A Sample
123 Main Street
Anytown US 12345-6789

Dear (name):

If you have satellite, you may already know that 1 out of 4 customers claim they have reception outages in bad weather.[†] Plus, 80% of satellite customers don't get real Video On Demand. Are you one of them?

Switch to Charter for better service at an incredible price with no contracts. From \$29.99/mo each when bundled,* get all this:



Charter TV[†] - Have a better viewing experience with 100+ available FREE HD channels. Watch On Demand instantly with over 10,000 choices, 1,500+ in HD^{††}-including movies in 3D. Enjoy weather-resistant reliability with your Charter services.



Charter Internet[†] - Upload photos, stream movies, share videos and download music simultaneously with speeds up to 30 Mbps-that's 10x faster than DSL.



Charter Phone[†] - Talk all you want without dropped calls. Stay connected with unlimited local and long distance calling.

- Plus, no added fees like the phone company charges you.

And there's so much more! **If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out.** Ask us how.**

Sincerely,

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour arrival windows and a 30-day money-back guarantee. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

Charter TV
\$29⁹⁹
mo*

Charter Internet
\$29⁹⁹
mo*

Charter Phone
\$29⁹⁹
mo*

*\$29.99/mo each for 12 mos when bundled

The Charter Triple Play

TV, Internet
and Phone
from

\$29⁹⁹
/mo each*

NO
Contracts

Hurry,

Offer good through **XX/XX/XX**

CALL 1-XXX-XXX-XXXX

GO TO gocharter.com

BBTC7

Turn over to see how we beat the competition! ➡

Switch today and get more of what you want for less, guaranteed.†

- 100+ available **FREE** HD channels, watch On Demand instantly with over 10,000 choices, 1,500+ in HD††
- Watch live TV anywhere in your home with the Charter App
- Take TV on the go with 40+ available digital channels



- Add Charter DVR* service on up to 4 TVs in your home for \$19.99/mo*-record up to 8 shows at once and have the ability to pause, play and rewind live TV in each room
- Ask about Charter TV Silver or Gold and enjoy premium channels such as HBO®, Cinemax®, SHOWTIME®, NFL Network, Sprout, Nick Jr.™ and more



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Internet®

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- Fast speeds up to 30 Mbps-10x faster than DSL
- Spend less time waiting-download 8 of your favorite songs in 11 seconds versus 1 minute 47 seconds with DSL
- Enjoy the fastest WiFi available, with increased range and speed so you can do more on more devices throughout your home



Charter
Phone®

- **FREE** 411 calls
- No added fees like the phone company charges you
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability.

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The Charter Triple Play

TV, Internet
and Phone
from

\$29.99
/mo each*

NO
Contracts

Hurry,

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX

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Offer good through XX/XX/14; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo, yr 1 & \$109.97/mo, yr 2; standard rates apply after 2 years; install, other equipment, taxes, fees and surcharges extra; qualifying bundle includes Charter TV Select service, Charter Internet and Charter Phone; additional services are extra. Charter DVR set-top box required for DVR service and is extra. **Restrictions apply. For contract buyout qualifications, go to charter.com/buyout. †Source: The Link Group Survey in Charter serviceable markets, 03/13. General Terms: TV: TV equipment required and is extra. ††Channel, HD programming and On Demand titles availability based on level of service. ‡For 30-Day Money-Back Guarantee, visit charter.com/guarantee. Charter App requires Charter TV and Internet service. Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. © Disney. All Rights Reserved. Apps and live streams available in U.S. only and subject to additional restrictions. Must subscribe to HBO® and Cinemax® to receive their online service and apps. You must be a subscriber of SHOWTIME to receive SHOWTIME ANYTIME. INTERNET: Available Internet speeds may vary by address. Speeds compared to 3 Mbps DSL. Charter WiFi: Equipment, activation and installation fees apply. PHONE: Taxes and fees included in price. Services are subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout. All trademarks are the property of their respective owners. ©2014 Charter Communications, Inc.

BBTC7



00000***CHARTER**

Joseph A. Sample
ABC Inc.
1234 Any Street
Anytown, MI 48000-0000



**Oferta exclusiva
en tu área**
Exclusive offer for your area

Obtén más con el Trío de Charter Spectrum™

TV + Internet + Voz

desde
\$29⁹⁹
al mes cada
uno por 1 año
al combinarlos*

SIN CONTRATO ANUAL

Actúa antes de **XX/XX/XX**

Llama al **1-XXX-XXX-XXXX**

Visita charterspectrum.com/espanol

Latino View

Como más se goza en español

- Gózate más de **65+** de tus canales favoritos por sólo \$6.99 al mes
- La programación más variada: deportes, películas, videos musicales y mucho más



Estimado/a Vecino,

Bienvenidos a Charter Spectrum—¡ahora disponible en tu vecindario! Ve tu mundo más grande, muévete más rápido, sé más poderoso con el Trío de Charter Spectrum. Disfruta de TV con la mejor programación de México y los Estados Unidos, Internet súper rápido y llamadas sin límite a un gran precio y sin contrato.

Charter Spectrum TV™ - Más canales en HD **GRATIS**

- Sobre 200 canales en HD, eso es más de lo que ofrece satélite
- Acceso a más de 10,000 opciones en On Demand, incluyendo sobre 1,500 en HD+
- Más de 100 canales en vivo en cualquier parte de tu casa con el App de Charter

Charter Spectrum Internet™ - 20 veces **más rápido** que DSL

- No navegues la red, VUELA por ella con velocidades que comienzan a **60 Megas**
- Incluye **GRATIS** módem para Internet y detección automática de virus con Security Suite

Charter Spectrum Voz™ - Llamadas sin límite

- **Llamadas ilimitadas** en los EE. UU., a Canadá y Puerto Rico
- Llamadas al 411 **GRATIS**
- 13 funciones de llamada como Correo de Voz e Identificador de Llamadas y mucho más

Atentamente,

Carolina Antunez, Gerente de Mercadeo Multicultural

Si te encuentras atado a un contrato con otro proveedor, te pagaremos hasta \$500 para salirte. Pregúntanos cómo.**

BPOST2

English on other side ➡

Pruébalo por 30 días y, si no estás 100% satisfecho, te devolvemos tu dinero. Visita charter.com/garantia.

Satellite and the phone company can't compete with Charter Spectrum™.

Dear Neighbor,

Introducing Charter Spectrum—now available in your neighborhood! View your world bigger, move faster, be more powerful with the Charter Spectrum Triple Play. With Charter Spectrum, you can enjoy the best programming from Mexico and the U.S., super-fast Internet and unlimited calling at a great price without a contract.

Charter Spectrum TV™ – More HD channels **FREE**

- Over 200 HD channels, that's more than satellite
- Access to more than 10,000 On Demand choices, including 1,500+ in HD†
- More than 100 live TV channels anywhere in your home with the Charter App

Charter Spectrum Internet™ – 20x **faster** than DSL

- Don't just surf the net, FLY through it at speeds starting at **60 Mbps**
- Includes **FREE** Internet modem and automatic detection of viruses with Security Suite

Charter Spectrum Voice™ – Calling without limits

- **Unlimited calling** in the U.S., Canada and Puerto Rico
- **FREE** 411 Calls
- 13 popular calling features including Voicemail, Caller ID and more

Sincerely,

Carolina Antunez, Multicultural Marketing Manager

If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out. Ask us how.**



Get more with the Charter Spectrum Triple Play TV + Internet + Voice

from
\$29⁹⁹ /mo each for
1 yr when
bundled*

NO ANNUAL CONTRACT

Act by **XX/XX/XX**
Call **1-XXX-XXX-XXXX**
Visit **charterspectrum.com**

Latino View

Enjoy even more
entertainment in Spanish!

- Enjoy more than **65+** of your favorite channels for only \$6.99 per month
- The most varied programming: sports, movies, music videos and much more



Oferta válida hasta el XX/XX/14; válida para clientes residenciales que califiquen, quienes no se hayan suscrito a los servicios que apliquen dentro de los 30 días previos y que no tengan deudas con Charter. *El precio combinado es de \$89.97/al mes por un año y \$109.97/al mes el año 2; aplican tarifas estándar después de 2 años; instalación extra, otro equipo, impuestos, cargos y sobrecargos extra; el paquete que califica incluye servicio Charter Spectrum TV Select, Charter Spectrum Internet y Charter Spectrum Voz. La programación de Latino View requiere servicio Limited Basic o superior. Se requiere una caja de cable digital por un cargo mensual adicional por cada televisor que recibe Latino View. **Aplican restricciones. Para calificaciones del programa de rescisión de contrato, visita charter.com/buyout. Términos Generales: TV: Se requiere equipo de TV y es extra. †Canal, programación de HD y la programación de On Demand varía de acuerdo al nivel de servicio. Debe de tener cuenta con Charter.com o Charter.net para transferir programación en la red. La Aplicación de Charter requiere servicios de TV e Internet de Charter. INTERNET: Las velocidades de Internet varían por domicilio. Velocidades comparadas a 3 Mbps DSL. Los servicios están sujetos a todos los términos y condiciones de servicio que apliquen, los cuales están sujetos a cambios. Servicios no disponibles en todas las áreas. Aplican restricciones. Para reducir la cantidad de correspondencia directa enviada por Charter, visita charter.com/dmoptout. ©2014 Charter Communications, Inc.

Offer good through XX/XX/14; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo. yr 1 & \$109.97/mo. yr 2; standard rates apply after 2 years; install, other equipment, taxes, fees and surcharges extra; qualifying bundle includes Charter Spectrum TV Select, Charter Spectrum Internet and Charter Spectrum Voice; additional services are extra. Latino View programming requires Limited Basic service or higher. Digital cable box required for each TV that gets Latino View for an additional monthly charge. **Restrictions apply. For contract buyout qualifications, go to charter.com/buyout. General Terms: TV: TV equipment required and is extra. †Channel, HD programming and On Demand titles availability based on level of service. Charter.com or Charter.net account log in may be required to stream some TV content online. Charter App requires Charter TV and Internet service. INTERNET: Available Internet speeds may vary by address. Speeds compared to 3 Mbps DSL. Services are subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions apply. To reduce Charter direct mail, visit charter.com/dmoptout. All trademarks are the property of their respective owners. ©2014 Charter Communications, Inc.

BPOST2

En español al otro lado ➡

Try it for 30 days and if you are not 100% satisfied, get your money back. Visit charter.com/guarantee.

Neighborhood Upgrade Notice

The Most HD
Faster Internet
Reliable Voice

FROM
\$29⁹⁹
/mo each
for 12 mos
when bundled*

Call **1-XXX-XXX-XXXX**
or visit charterspectrum.com

First Name Last Name
400 Atlantic Avenue
Stamford, CT 12345-6789



Dear **First Name**,

We have great news—Charter has just completed a network upgrade in your neighborhood and the most advanced TV, Internet and Voice services are now available. You can upgrade your home to Charter Spectrum™ and enjoy new ways to watch TV, even faster Internet speeds and more reliable Voice service.

Charter Spectrum truly offers the best-in-class services for your home. So, you'd think it all costs more, right? No. It's also a great value! In fact, we're offering you the chance to try it risk-free with our 30-Day Money-Back Guarantee.

Revolutionize the way you watch TV with Charter Spectrum TV™—More FREE HD with the most HD you can get. Watch over 200 HD channels available,¹ instantly access thousands of On Demand choices and so much more.

Get faster Internet with Charter Spectrum Internet™—Turn your Internet into a high-powered information cannon with speeds starting at 60 Mbps, that's 20x faster than DSL.

Enjoy more clarity and reliability with Charter Spectrum Voice™—Talk all you want with unlimited local and long distance calling with over 13 powerful features included.

Let's Talk

We are available 24/7 to answer your questions, and to help you find the best combination of services for your home. Call us anytime at **1-XXX-XXX-XXXX**.

Sincerely,

Geoff Boytos
Vice President of Marketing

P.S. If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out.**
Ask us how.

Try Charter Spectrum in your home:

Call **1-XXX-XXX-XXXX**

or visit charterspectrum.com



Your TV and home devices just
got faster and more powerful!

Better TV

MORE FREE HD
MORE ON DEMAND
MORE WAYS TO WATCH

Better Internet

FASTER INTERNET
BLAZING SPEEDS STARTING
AT 60 MBPS
FREE MODEM

Better Voice

MORE ADVANCED VOICE
MORE RELIABILITY AND CLARITY
OVER 13 FEATURES INCLUDED

Better Service

NO CONTRACTS
30-DAY MONEY-BACK
GUARANTEE

*If you don't love it,
you won't pay!*

TRY CHARTER SPECTRUM™ RISK-FREE

Your home is eligible for the
**most advanced
TV + Internet
+ Voice services!**



TV + Internet + Voice

FROM
\$ 29.99
/mo each
for 12 mos
when bundled*

NO CONTRACTS

30-DAY MONEY-BACK GUARANTEE

Plus, if you are stuck in
a contract with another
provider, we'll pay up to
\$500 to get you out.**
Ask us how.

Charter
Spectrum™
TV | INTERNET | VOICE



**Transform your Internet
into a high-powered
information cannon**

- FREE Internet modem
- Blast your way through the Web with speeds that start at 60 Mbps
- Speeds 20x faster than DSL and 10x faster than AT&T U-verse Internet service
- Add the fastest in-home WiFi available for \$5 more per month—get increased range and speed so you can do more on more devices throughout your home



The most HD you can get

- Over 200 HD channels available†, you can enjoy the ultimate TV watching experience
- Instant access to thousands of On Demand choices, many in HD
- Multiply your TV screens with the Charter App, watch live TV anywhere in your home
- Take 40+ available networks on-the-go with your computer and mobile devices

**Enjoy unlimited calling with
more clarity and more reliability
than ever before**

- FREE 411 calls
- No added fees like the phone company charges you
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico, Guam and the Virgin Islands
- Voicemail and 13 popular calling features included



TV + Internet + Voice

FROM

\$ 29.99
/mo each
for 12 mos
when bundled*

Call 1-XXX-XXX-XXXX
or visit charterspectrum.com

Offer good through XXX/XX/14; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Bundle price is \$89.97/mo, yr 1 & \$109.97/mo, yr 2; standard rates apply after 2 years; install, other equipment, taxes, fees and surcharges extra. †Restrictions apply. For contract buyout qualifications, go to charter.com/buyout. General Terms: TV: TV Select, Charter Spectrum Internet and Charter Spectrum Voice, additional services are extra. **Restrictions apply. For contract buyout qualifications, visit charter.com/guarantee. Charter App requires Charter equipment required and is extra. †Channel and HD programming availability based on level of service. For 30-Day Money-Back Guarantee, visit charter.com/guarantee. Charter App requires Charter Spectrum TV, Charter.com or Charter.net account log in may be required to stream some TV content online. Apps are free with corresponding level of service. INTERNET: Available internet speeds may vary by address. AT&T Internet speeds compared to 3 Mbps. DSL speeds compared to 3 Mbps. Charter WiFi Equipment, activation and installation fees apply. VOICE: taxes and fees included in price. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. To reduce Charter direct mail, visit charter.com/dmoplout. ©2014 Charter Communications, Inc.

CSNI

CHARTER M000050



**Missoula Customers,
see how much MORE the
Charter Spectrum™ Triple Play gives you.**

Name or Current Resident
123 Anystreet
Anytown, ST 12345-6789



Dear (name):

When it comes to outstanding TV, Internet and Voice service for your home, switch to the Charter Spectrum Triple Play and **see how much more you can get.**



Charter Spectrum TV™ - Transform every screen in your home with over 200 HD channels available*—that's more HD than satellite. Watch On Demand instantly with over thousands of choices. Choose from kid's shows, concerts, movies and so much more.

Plus, enjoy FREE DVR service for 12 months.** Set your DVR to automatically record single shows or an entire series.

**Charter
Spectrum TV**
\$29⁹⁹
mo**



Charter Spectrum Internet™ - Turn your Internet into a high-powered information cannon with speeds starting at 60 Mbps—6x faster than dishNET or SPEEDconnect and 3x faster than CenturyLink™.

| | |
|---------------------------|---------|
| Charter Spectrum Internet | 60 Mbps |
| CenturyLink™ | 20 Mbps |
| dishNET | 10 Mbps |
| SPEEDconnect | 10 Mbps |

**Charter
Spectrum Internet**
\$29⁹⁹
mo**



Charter Spectrum Voice™ - Enjoy unlimited local and long distance calling with more clarity and more reliability than ever before.

**Charter
Spectrum Voice**
\$29⁹⁹
mo**

Switch to the Charter Spectrum Triple Play and enjoy advanced TV, Internet speeds that start at 60 Mbps and unlimited calling for less than you're paying now. Call us today!

Sincerely,

Geoff Boytos

Geoff Boytos, VP of Marketing

P.S. We're giving you more with the flexibility of 2-hour arrival windows and a 30-day money-back guarantee. Call 1-XXX-XXX-XXXX, click or visit today and customize the bundle that's right for you.

** \$29.99/mo each for
12 mos when bundled

The Charter Spectrum Triple Play

TV, Internet
and Voice
from

\$29⁹⁹
/mo each**

**FREE
\$200
Gift Card***

Hurry,

Offer good through XX/XX/XX

CALL 1-XXX-XXX-XXXX

GO TO CharterSpectrum.com/DitchYourDish

EGOBPC

Turn over to see how we beat the competition! ➡

Missoula Customers, get the best TV, Internet and Voice for one unbeatable price.



Charter
Spectrum TV™

- Over 200 HD channels available* including tons of **FREE** HD
- Watch On Demand instantly with over thousands of choices
- With On Demand, choose from kid's shows, concerts, movies and so much more
- **FREE** DVR service for 12 months,** reinvent the way you watch HD TV on your schedule



Charter
Spectrum Internet™

- **FREE** Internet modem
- Speeds starting at 60 Mbps-6x faster than dishNET or SPEEDconnect and 3x faster than CenturyLink™
- Simultaneously stream video, download files, upload photos, game online and more without sacrificing Internet performance
- Automatic detection of viruses, hackers and spam with Security Suite-stop paying for expensive virus protection software



Charter
Spectrum Voice™

- **FREE** 411 calls
- No added fees like the phone company charges you
- Unlimited local and long distance calling in the U.S., Canada, Puerto Rico and the Virgin Islands
- Voicemail and 13 popular calling features

Unlike with satellite providers, you'll get all your services on one convenient bill, no expensive equipment to buy or dish to install and weather-resistant reliability.

Learn more about our 30-Day Money-Back Guarantee at charter.com/guarantee.

If you are stuck in a contract with another provider, we'll pay up to \$500 to get you out.**

The Charter Spectrum™ Triple Play

TV, Internet
and Voice
from

\$ **29.99**
/mo each**

FREE
\$200
Gift Card*

Hurry,

Offer good through **XX/XX/XX**

CALL **1-XXX-XXX-XXXX**

GO TO CharterSpectrum.com/DitchYourDish

Offer good through XX/XX/XX, date subject to change; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *\$200 Gift Card Reward: Valid with new installation of a Charter Spectrum Triple Play with DVR or higher. Eligibility requires that services must be ordered by 1/21/2015 and installed by 2/21/2015. Customer must also make full payment of first Charter bill and have an active account in good standing as of the date reward is claimed. Reward must be claimed online by 4/21/2015. Please see www.CharterRewardDetails.com for complete Reward details. **Bundle price is \$89.97/month yr 1 & \$121.96/month yr 2 & \$141.96/month yr 3; standard rates apply after 3 years; qualifying bundle includes Charter Spectrum TV Select service, DVR service, Charter Spectrum Internet and Charter Spectrum Voice; additional services are extra. DVR set-top box required for DVR service and is extra. Install extra, other equipment, taxes, fees and surcharges extra. ***Restrictions apply. For contract buyout qualifications, go to charter.com/buyout. Comparison: to Dish Network America's Everything Plan www.mydish.com/programmingguides/; Dish Network Locals www.dish.com/entertainment/channels/local; Direct TV Premier Package including locals www.directv.com/DTVAPP/pepod/configure.jsp?_requestid=1801067#package-section; SpeedConnect www.speedconnect.com; CenturyLink www.centurylink.com. General Terms: TV: TV equipment required and is extra. †Channel and HD programming availability based on level of service. INTERNET: Available Internet speeds may vary by address. VOICE: Taxes and fees included in price. Money Back Guarantee: Restrictions apply. Services are subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions apply. All trademarks are the property of their respective owners. ©2014 Charter Communications, Inc.

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ALL-NEW AND NOW AVAILABLE!
BIGGER. FASTER. MORE POWERFUL.
Welcome to Charter Spectrum.™

CHARTER SPECTRUM INTERNET™

Speeds 40x faster than CenturyLink™

- Double the Internet speeds starting at an incredibly fast 60 Mbps
- Blast your way through the Web with enough speed for everyone's devices
- Add the fastest in-home WiFi available for \$5 more per month—get increased range and speed so you can do more on more devices throughout your home
- **FREE** Internet modem

60 MBPS
BLAZING-FAST INTERNET SPEED

FREE
INTERNET MODEM

UNLIMITED
LOCAL AND LONG
DISTANCE

CHARTER SPECTRUM VOICE™

Calling without limits

- Enjoy unlimited calling with more clarity and more reliability than ever before
- You'll never be surprised with added fees like the phone company charges you
- Voicemail and tons of calling features are included
- **FREE** 411 calls

ALL WITH
NO CONTRACTS

30-DAY
MONEY-BACK
GUARANTEE

If you don't love it,
you won't pay for it.

Add Charter Spectrum Internet and Voice Today!

Charter Spectrum Internet
\$29⁹⁹
/mo for 12 mos
when bundled*

Charter Spectrum Voice
\$19⁹⁹
/mo

Call 1-XXX-XXX-XXXX
or visit charter.com/spectrum

Offer good through XXX/14; valid to qualified residential customers who have no outstanding obligation to Charter. *Qualifying bundle includes Charter Spectrum TV, Charter Spectrum Internet and Charter Spectrum Voice; Internet: \$44.99/mo, yr. 2, standard rates apply after 2 yrs. Installation, taxes, fees, surcharges and other equipment may be extra. For 30-Day Money-Back Guarantee, go to charter.com/guarantee for complete details. INTERNET: Available Internet speeds may vary by address. Speeds compared to CenturyLink's 1.5 Mbps. Charter WiFi: Equipment, activation and installation fees apply. VOICE: Voice Unlimited includes calls within the U.S., Canada, Puerto Rico and the Virgin Islands. Taxes and fees included in price. Services are subject to all applicable service terms and conditions, which are subject to change. Services not available in all areas. Restrictions apply. To receive Charter direct mail, visit charter.com/dmoptout. ©2014 Charter Communications, Inc.

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